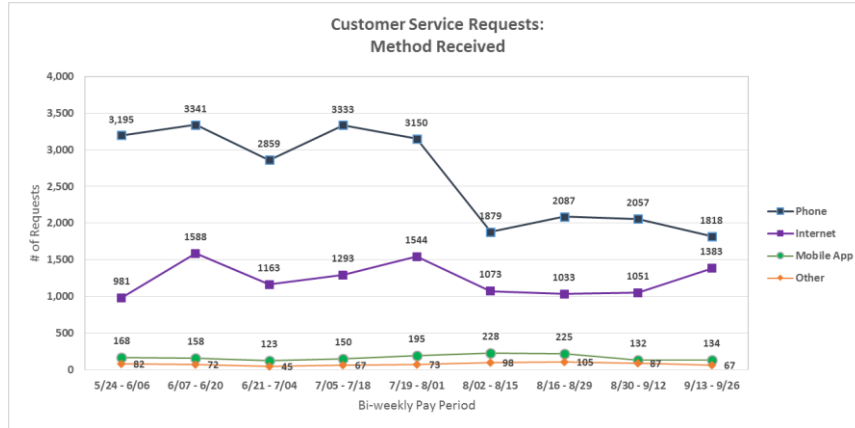


Meeting Summary.

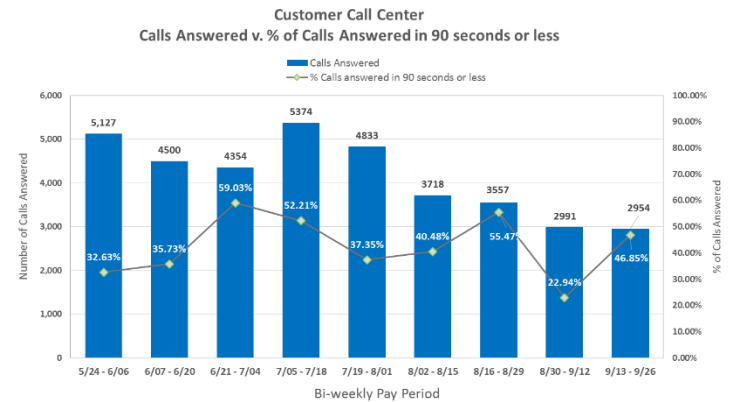
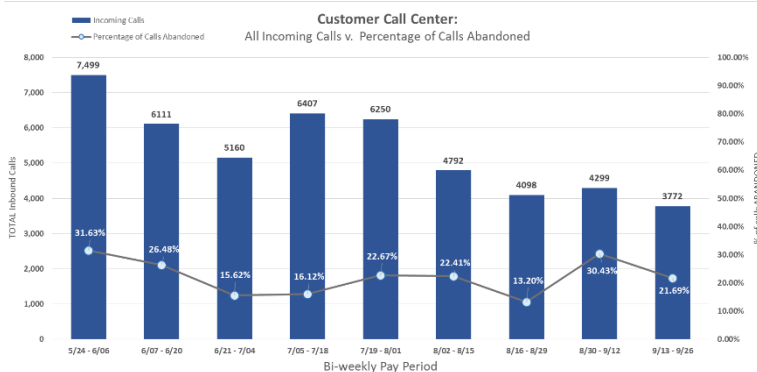
Following is a summary of the issues discussed at the DPSSStat meeting on October 15, 2015. Analysis provided by the Office of Performance and Data Analytics.

Dashboard.



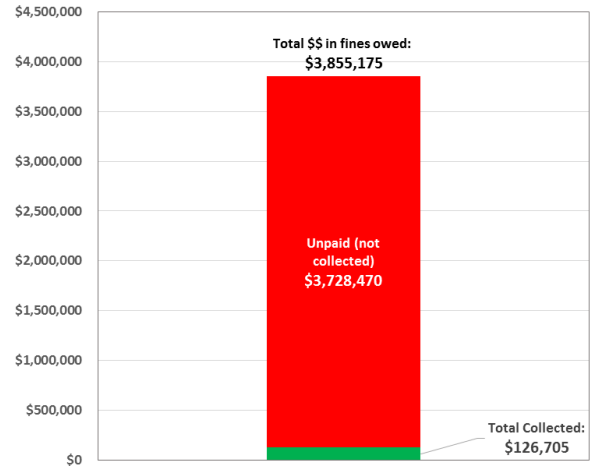
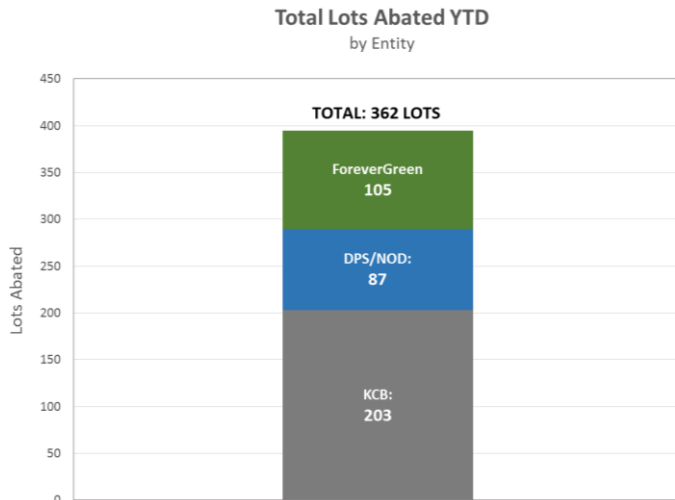
Customer Service Requests: Method Received

Customer Call Center Performance Metrics

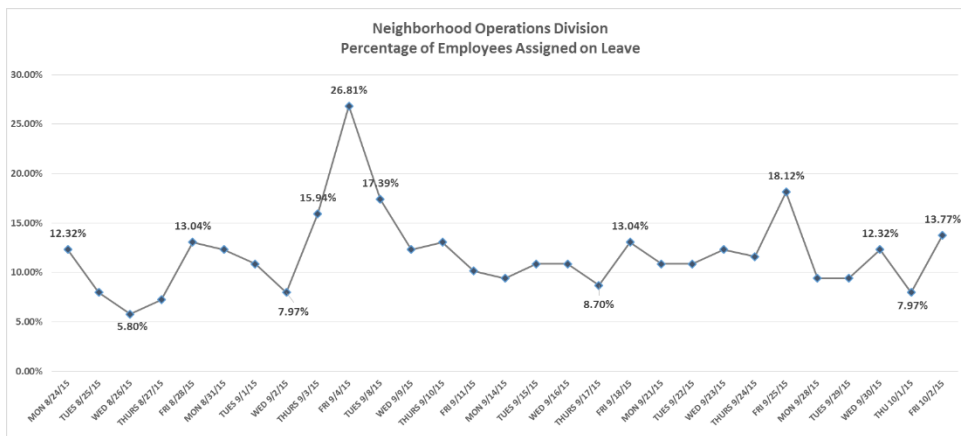


Private Lot Abatement Program.

PLAP Citations:
Revenue Collected v. Unpaid Citations
(YTD)

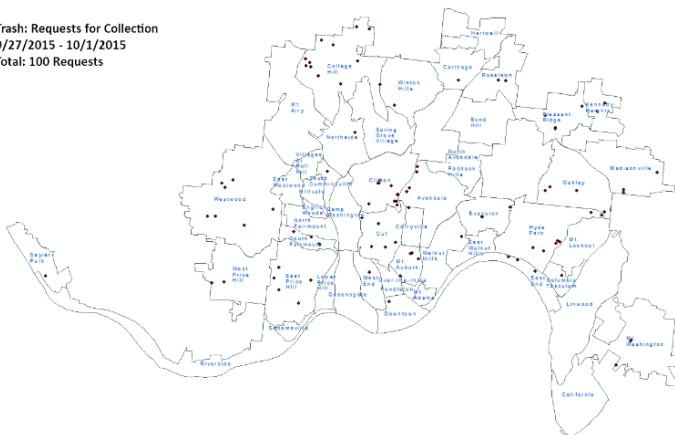


Neighborhood Operations.

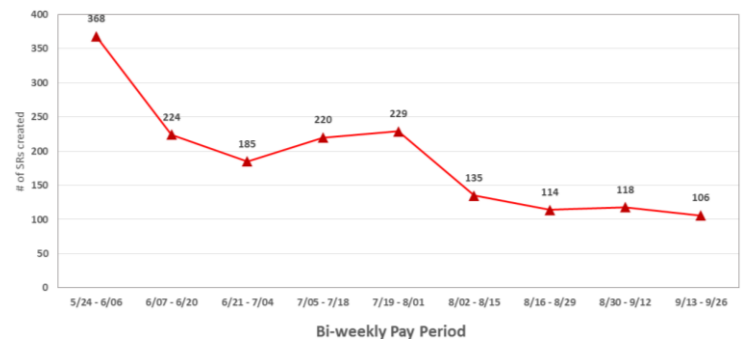


Trash: Requests for Collection

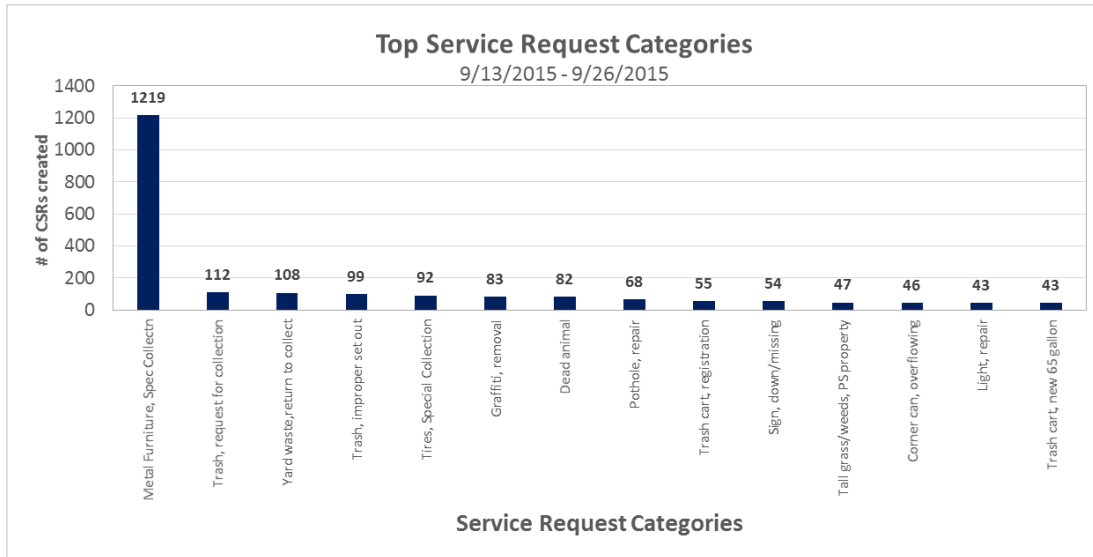
Trash: Requests for Collection
9/27/2015 - 10/1/2015
Total: 100 Requests



Trash: Requests for Collection
Trendline



Customer Service.



- **CSRs: Improperly Closed.**

A major performance concern for use of CSR by departments is whether service requests are being properly closed. The following examples are service requests created by customers which were subsequently closed improperly. Photographs were acquired by the Office of Performance and Data Analytics.

EXAMPLE 1:

Initial Request:

Address: 1994 QUEEN CITY AVE
SR15081684

Created: 9/13/2015

Closed: 9/24/2015

SR TYPE: Tall grass/weeds PS property

Description: "OVER WAIST HIGH GRASS

AND WEEDS: the green space between the New Queen City and the Old Queen City Ave. This is the 4th request"





Follow-up Request, same address:

SR15082200

Created: 9/14/2015

Closed: 9/24/2015

Description: “Waist high grass and weeds. Only 1/2 was cut today you need to see the mess they made. PLEASE CHECK THIS OUT.”

EXAMPLE 2:

SR15084120

SR TYPE: Sign street sign name missing

Created: 9/21/2015

Closed: 10/05/2015

Description: DAMAGED STREET NAME SIGN AT QUEBEC RD & FORBUS ST

CURRENT STATUS: CLOSED



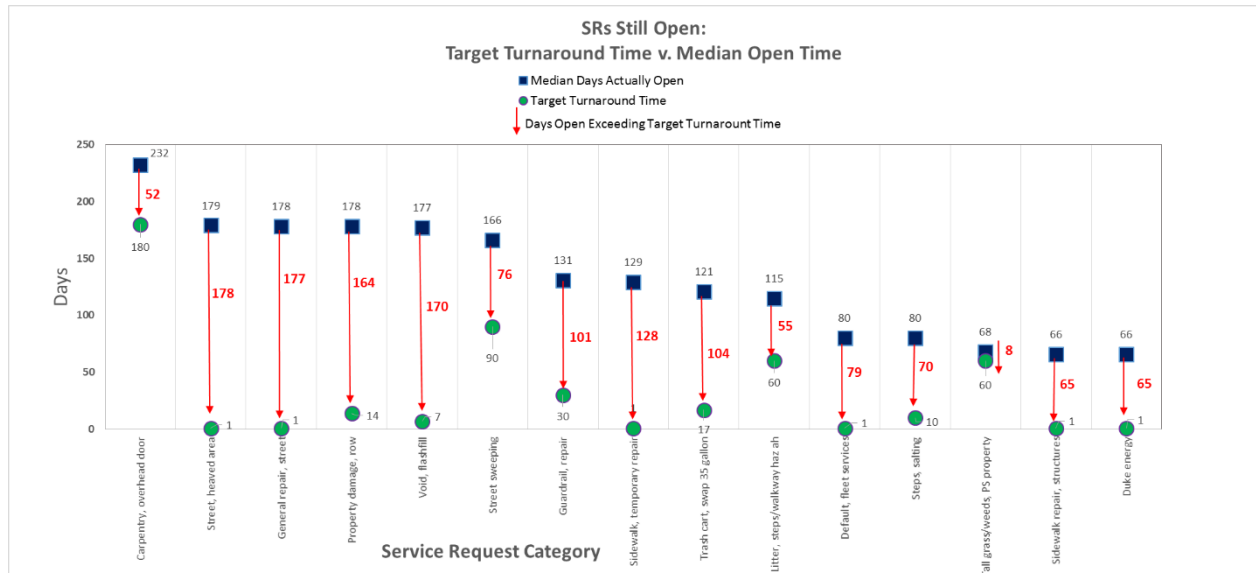
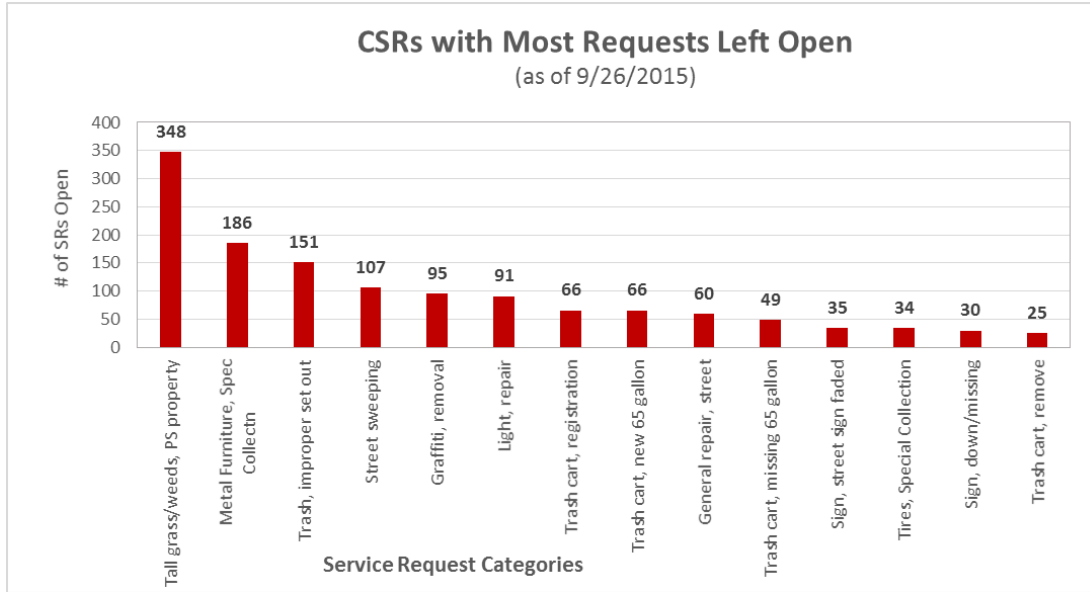
- **CSR Backlog.**

In order to ensure that CSR is being optimally used and maximally effective as a mechanism for handling customer service requests, the Department was asked to identify CSR categories with the longest back-log for closing request. The following chart shows the categories identified by DPS; the length of backlog for each CSR category; the reason for backlog; and whether this CSR backlog is currently being tracked.

Public Services Tracking of Request Backlog – Self-Identified Issues

CSR Category	Backlog (days)	Reason for Backlog	Is the Dept Tracking Currently?
Street, heaved area	426 days	Scheduled projects & equipment	No
Media Advisory	239 days	Not closed in a timely manner	Reviewed after event
General Street Repair	221 days	Project funding and/or design	Tracked by DOTE
Trash Cart new 65 gal	163 days	NOD Staffing/Database	No
Trash Cart additional: 5.16.15	107 days	NOD Staffing/Database	No
Trash Cart additional: 5.23.15	91 days	NOD Staffing/Database	No
Trash Cart additional: 5.30.15	89 days	NOD Staffing/Database	No
Yard Waste: RTC	88 days	Seasonal levels of yard waste and/or not closed in a timely manner	
Street Sign: (name) missing	65 days	Not closed in a timely manner	Not tracked
Tall Grass & Weeds (PS Property)	63 days	NOD Staffing	Unknown by dept
Service Complaints: Greenspace	55 days	NOD Staffing	Unknown by dept
Street plate inlet	53 days	TROD Scheduling	Unknown by dept

To assist in further assessment of CSR categories with backlog issues in DPS, the following two charts show the number of CSRs with the most requests left open, and the disparity between target turnaround time and the median number of days for which those open requests have been open.



Winter Operations

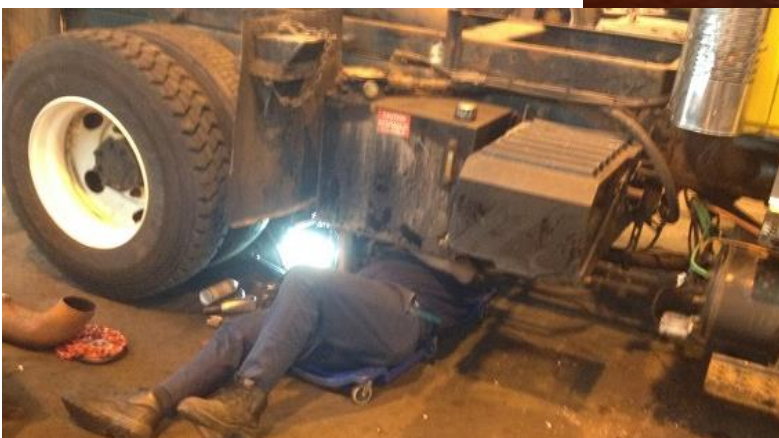
- **GOAL:** Ensure that streets are safe during the winter by delivering quick, efficient, effective, and high quality winter operations to City customers. Increase revenue via brine sale.
- **Overview & Performance Metrics.**
The department is preparing Fleet, brine/street salt, and equipment for the impending winter weather (and its subsequent effect on the roads), and is prepared to provide an update on cost and revenue projections for brine for today's meeting..

The following equipment and material categories were provided by the department as metrics relevant to performance measurement for Winter Operations.

MATERIALS	QUANTITY
Salt	27,000 Tons (capacity)
Salt Brine	48,000 Gallons (capacity)
Liquid Calcium Chloride	34,500 Gallons (capacity)
IceBite (beet juice)	17,000 Gallons (capacity)
EQUIPMENT	
Pickup	15
Contractor Dump	11
Single Axle	42
Tandem	13
Brine	14
Loader	6

- **Fleet Preparation.**

A crucial facet of preparing for winter operations is ensuring that TROD's fleet is maintained, equipped, and reliable prior to winter weather. The department provided the following pictures to illustrate how the Fleet division is currently prepping vehicles and equipment for winter weather conditions.





The following chart shows TROD's fleet maintenance as recorded by the Fleet Anywhere database.

